

Eightlands Surgery

Inspection report

Dewsbury Health Centre
Wellington Road
Dewsbury
WF13 1HN
Tel: 01924767303
www.eightlandssurgery.nhs.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location	Good	
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Eightlands Surgery on 27 and 28 July 2022. Following this inspection, we rated the location as good overall, and for all key questions:

Safe - Good

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Why we carried out this inspection

This announced comprehensive inspection was carried out following changes to the provider registration and legal entity of the practice. This was the first inspection since this change.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting some staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Reviewing staff questionnaires.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall.

We found that:

Overall summary

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a programme of quality improvement activity, including clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff involved and treated people with compassion, kindness, dignity and respect.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to monitor and make improvements to increase the uptake of cervical screening.

The evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke to the lead GP and completed clinical searches and records reviews without visiting the location.

Background to Eightlands Surgery

Eightlands Surgery is located within Dewsbury Health Centre, Wellington Road, Dewsbury WF13 1HN. The practice shares the premises with another GP surgery, a pharmacy and a number of community healthcare providers. It is located approximately half a mile from Dewsbury town centre. Car parking is available on site, and the practice is accessible by public transport. The practice is situated on the first floor of the shared building. Lift access is available for those patients with mobility difficulties, and those using pushchairs or wheelchairs.

The practice provides services to 6,800 patients. It holds a Primary Medical Services (PMS) contract with Kirklees Health and Care Partnership, formally known as NHS Kirklees Clinical Commissioning Group (CCG).

The practice is registered with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice opening times are Monday to Friday 8am to 6.30pm. Pre-bookable extended access appointments are available on Monday from 6.30pm to 8pm, on Tuesday from 7am to 8am, on Wednesday and Thursday from 7.30am to 8am and 6.30pm to 8pm and on Friday from 7.30am to 8am. Additional pre-bookable extended access appointments are provided by the local GP federation, and can be accessed at another practice within the shared premises. Appointments are available on Monday to Friday from 6.30pm to 9.30pm, on Saturday from 9am to 4pm and on Sunday from 9am to 1pm.

Information published by Public Health England shows that deprivation within the practice population group is in the second decile (based on one to ten). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 69% White, 29% Asian, 1.5% Mixed and 0.5% Black.

The practice team consists of four male GP partners, two female and two male long-term locum GPs, two advanced nurse practitioners, one advanced clinical practitioner and two nurse associates (one in training). The clinical team are supported by a practice manager and eight administrative/receptionist staff.

The practice is a training practice. At the time of our inspection there were three GP registrars at the practice.